OPERATIONAL MANAGEMENT PLAN

This Operational Management Plan will be implemented to ensure that the external serving area is properly managed by staff and used by customers. The management plan will control the use of the external area and help avoid any adverse effects on the surrounding properties.

Background

Previously the hatch was an existing door which was in use with people coming in and out. To respect the slightly narrower pavement and the residents next door the occupier decided not to reintroduce this but to maintain activity on this streeet.

The serving hatch has been introduced with huge consideration of the neighbours. The occupier has been operating in this location for a number of years next door with much support from theirlocal neighbours and is very familiar with the local footfall and customers.

They do not want customers queuing on the street in an unorderly and chaotic manner preventing people from passing and causing any nuisance beyond the daily passing traffic, which would also impact on their unit.

The primary objective of this OMP is to protect the amenity of the residents located within the vicinity of the site.

Conditions of use

- The operational hours of the serving hatch will be:
  07:00 - 20:00 Monday to Saturdays
  09:00 - 20:00 Sunday.

- There will be no delivery drivers. It is for takeaway only. Not delivery.

Customer Ordering Procedure

A walkway has been created for customers to stand and a waiting area in front of the window to avoid loitering in the street and obstructing neighbours.

We have signs and notices alerting customers not to stand on the pavement.

We will not be using the hatch "late into the night." As responsible operators we will close it at 8pm daily.

Management will ensure that no litter or rubbish is left on the highway and the area will be checked and cleared on a regular basis.

Any complaints or incidences can be reported to the management team at:

Telephone: 020 7836 6801

The external area will be closely supervised by staff at all times it is in use.